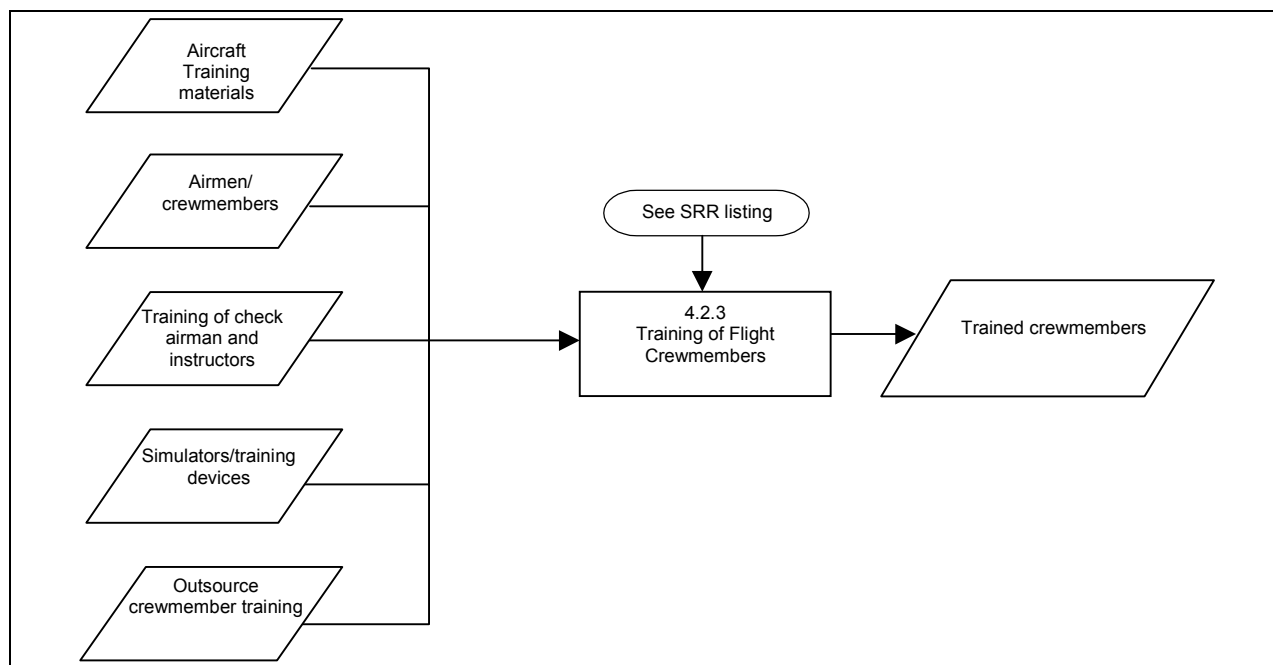


# Safety Attribute Inspection (SAI) Job Aid



## ELEMENT SUMMARY INFORMATION

**Element:** 4.2.3 Training of Flight Crewmembers

**Purpose of this Element** (Air Carrier's responsibility): To ensure that its flight crewmembers are properly trained.

**Objective** (FAA responsibility): To determine if the air carrier's Training of Flight Crewmembers process includes safety attributes.

### Inputs:

- Aircraft
- Training Materials (e.g., videos, manuals)
- Airmen/Crewmembers (Students)
- Element Training of Check Airman and Instructors
- Element Simulators/Training Devices
- Element Outsource Crewmember Training

### Outputs:

- Trained Crewmembers

### Performance Measures:

- Training is conducted in accordance with an approved training program.

# Safety Attribute Inspection (SAI) Job Aid

## **SRR:**

- 121.401 (a-e), Training program: General.
- 121.402 (b), Training program: Special Rules.
- 121.403 (a, b), Training program: Curriculum.
- 121.404, Compliance dates: Crew and dispatcher resource management training.
- 121.405 (a-e), Training program and revision: Initial and final approval.
- 121.415 (a-e, g), Crewmember and dispatcher training requirements.
- 121.417 (a-e), Crewmember emergency training.
- 121.418 (a), Differences training: Crewmembers and dispatchers.
- 121.419 (a, b), Pilots and flight engineers: Initial, transition, and upgrade ground training.
- 121.420 (a, b), Flight navigators: Initial and transition ground training.
- 121.424 (a-d), Pilots: Initial, transition, and upgrade flight training.
- 121.425 (a-c), Flight engineers: Initial and transition flight training.
- 121.426 (a, b), Flight navigators: Initial and transition flight training.
- 121.427 (a-d), Recurrent training.
- 121.429 (a), Prohibited drugs.

## **Other CFRs and/or FAA Guidance:**

- FAA Order 8400.10, Volume 3, Chapter 2, Training Programs and Airman Qualifications
- HBAAT 94-10, Crewmember Indoctrination Training and Reduction of Programmed Hours During Labor Unrest
- Refer to appropriate Advisory Circulars

# Safety Attribute Inspection (SAI) Job Aid

## SRR SPECIFIC INFORMATION

SRR	Intent	
121.401 (a-e)	To require the establishment, approval, and usage of a training and checking program for operations personnel.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>
121.402 (b)	TBD	<i>Certification: Operations</i> <i>Surveillance: Operations</i>
121.403 (a, b)	To establish the curriculum for crewmember and dispatcher training programs.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>
121.404	To establish compliance dates for the completion of Crew Resource Management and Dispatch Resource Management training.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>
121.405 (a-e)	To establish the approval process for training programs and program revisions.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>
121.415 (a-e, g)	To specify the training requirements for crewmembers and dispatchers.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>
121.417 (a-e)	To specify requirements for crewmember emergency training.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>
121.418 (a)	To specify requirements for differences in training for crewmembers and dispatchers.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>
121.419 (a, b)	To specify the content of initial, transition, and upgrade ground training for pilots and flight engineers.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>
121.420 (a, b)	To specify the content of initial and transition ground training for flight navigators.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>
121.424 (a-d)	To specify the content of initial, transition, and upgrade pilot flight training.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>
121.425 (a-c)	To specify the content of initial and transition flight training for flight engineers.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>
121.426 (a, b)	To specify the content of initial and transition flight training for flight navigators.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>
121.427 (a-d)	To specify the content of recurrent ground and flight training for crewmembers and dispatchers.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>
121.429 (a)	To require training on the prohibited drugs testing program.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>

# Safety Attribute Inspection (SAI) Job Aid

## 4.2.3 Training of Flight Crewmembers

### SECTION 1 - RESPONSIBILITY ATTRIBUTE

**Objective:** To determine if there is a clearly identifiable, qualified, and knowledgeable person who is accountable for the quality of the Training of Flight Crewmembers process.

*To meet this objective, the inspector will accomplish the following tasks:*

1. Identify the person who is responsible for the quality of the Training of Flight Crewmembers process.
2. Review the description in the Manual that delineates the duties and responsibilities of the person.
3. Evaluate the person's qualifications and work experience (or resume', if appropriate).
4. Review the appropriate organizational chart.
5. Discuss the Training of Flight Crewmembers process with the person.

*To meet this objective, the inspector will determine and record answers to the following questions:*

1. Is there a clearly identifiable person who is answerable for the quality of the Training of Flight Crewmembers process?	<input type="checkbox"/> YES If yes, provide the name: <input type="checkbox"/> NO If no, explain:
2. Does the person understand the procedures associated with the Training of Flight Crewmembers process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
3. Does the person understand the controls associated with the Training of Flight Crewmembers process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Does the person understand the interfaces associated with the Training of Flight Crewmembers process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Does the person understand the process measurements associated with the Training of Flight Crewmembers process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
6. Is the responsibility of this position clearly documented in the air carrier's Manual(s)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7. Are the qualification standards for this position clearly documented?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7a Are the qualification standards for this position appropriate for the duties that are assigned?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
8. Does the person meet the qualification standards?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
9. Does the person acknowledge that he/she has responsibility for the Training of Flight Crewmembers process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
10. Does the person know who has authority to establish and modify the Training of Flight Crewmembers process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

# Safety Attribute Inspection (SAI) Job Aid

## 4.2.3 Training of Flight Crewmembers

### SECTION 2 – AUTHORITY ATTRIBUTE

**Objective:** To determine if there is a clearly identifiable, qualified, and knowledgeable person with the authority to establish and modify the Training of Flight Crewmembers process.

*To meet this objective, the inspector will accomplish the following tasks:*

1. Identify the person who has the authority to establish or modify the Training of Flight Crewmembers process.
2. Review the description in the Manual that delineates the duties and responsibilities of the person.
3. Evaluate the person's qualifications and work experience (or resume', if appropriate).
4. Review the appropriate organizational chart.
5. Discuss the Training of Flight Crewmembers process with the person.

*To meet this objective, the inspector will determine and record answers to the following questions:*

1. Is there a clearly identifiable person who has authority to establish and modify the air carrier's policies for the Training of Flight Crewmembers process?	<input type="checkbox"/> YES If yes, provide the name: <input type="checkbox"/> NO If no, explain:
2. Does the person understand the procedures associated with the Training of Flight Crewmembers process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
3. Does the person understand the controls associated with the Training of Flight Crewmembers process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Does the person understand the interfaces associated with the Training of Flight Crewmembers process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Does the person understand the process measurements associated with the Training of Flight Crewmembers process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
6. Is the authority of this position clearly documented in the air carrier's Manual(s)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7. Are the qualification standards for this position clearly documented?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7a Are the qualification standards for this position appropriate for the duties that are assigned?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
8. Does the person meet the qualification standards?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
9. Does the person acknowledge that he/she has authority for the Training of Flight Crewmembers process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
10. Does the person know who has the responsibility for the Training of Flight Crewmembers process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
11. Are the procedures for delegation of authority clearly documented for the Training of Flight Crewmembers process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

# Safety Attribute Inspection (SAI) Job Aid

## 4.2.3 Training of Flight Crewmembers

### SECTION 3 – PROCEDURES ATTRIBUTE

**Objective:** To determine if the air carrier has documented procedures for accomplishing the Training of Flight Crewmembers process.

*To meet this objective, the inspector will accomplish the following tasks:*

1. Review the documented instructions and information related to the Training of Flight Crewmembers process to ensure that they contain who, what, where, when, and how.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI.
3. Discuss the Training of Flight Crewmembers process with appropriate personnel to gain an understanding of the procedures.
4. Observe the Training of Flight Crewmembers process to gain an understanding of the procedures.

*To meet this objective, the inspector will determine and record answers to the following questions:*

1. Do written procedures exist to achieve the desired result of the Training of Flight Crewmembers process:	
1.1 Do written procedures exist to address abnormal training requirements (e.g., reassignments and acquisitions, and interchange agreements)? [SRR 121.402 (b); 121.415 (a)]	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.2 Do written procedures exist to address the maintenance and distribution of training program manual(s)?	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.3 Do written procedures exist to ensure that training programs are evaluated for compliance with the CFR? [121.402 (b); 121.405 (b-d); 121.415(a-e, g); 121.417 (a-e); 121.418 (a); 121.419 (a, b); 121.420 (a, b); 121.424 (a-d); 121.425 (a-c); 121.426 (a, b), 121.427 (a-d); 121.429 (a)]	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.4 Do written procedures exist to adapt the Flight Crewmember training program to changes in the air carrier's environment? [121.402 (b); 121.403 (a, b)]	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.5 Do written procedures exist to obtain approval prior to implementing changes to training? [121.405 (a, e)]	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
2. Do the procedures identify: who, what, where, when and how?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
3. Are the procedures in compliance with the CFR(s)?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
4. Do the procedures conform to other written guidance (E.g., Operations Specifications, FAA Orders, Airworthiness Directives, Advisory Circulars, Handbook Bulletins, Directives, and Manufacturer's Recommendations)?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO

# Safety Attribute Inspection (SAI) Job Aid

## 4.2.3 Training of Flight Crewmembers

### **SECTION 3 – PROCEDURES ATTRIBUTE**

5. Does the air carrier have the resources to support the written procedures for the Training of Flight Crewmembers process?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
6. If alternate procedures exist for use during irregular conditions, do they achieve the same desired results as the primary procedures so that an equivalent level of safety is maintained? (E.g., a manual system used as a result of equipment failure.)	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A, No alternate procedures exist for this element
7. Are the procedures published in different manuals relating to the Training of Flight Crewmembers process consistent?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
8. Does the air carrier have a documented method for assessing the impacts of procedural changes to the Training of Flight Crewmembers process?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO

# Safety Attribute Inspection (SAI) Job Aid

## 4.2.3 Training of Flight Crewmembers

### SECTION 4 – CONTROL ATTRIBUTE

**Objective:** To determine if checks and restraints are designed into the Training of Flight Crewmembers process to ensure a desired result is achieved.

*To meet this objective, the inspector will accomplish the following tasks:*

1. Review the documented instructions and information related to the Training of Flight Crewmembers process.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI.
3. Discuss the Training of Flight Crewmembers process with appropriate personnel to gain an understanding of the controls.
4. Observe the Training of Flight Crewmembers process to gain an understanding of the controls.

*To meet this objective, the inspector will determine and record answers to the following questions:*

1. Are the following checks and restraints built into the Training of Flight Crewmembers process:

1.1 Does the air carrier have a documented method to ensure that instructors are qualified for the modules they are instructing?	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.2 Does the air carrier have a documented method to ensure that the required hours of training contain only information specified by regulation?	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.3 Does the air carrier have a documented method to ensure the currency of the training program?	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.4 Does the air carrier have a documented method to ensure that only qualified crewmembers are accepted into specific training modules?	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.5 Does the air carrier have a documented method to ensure that tests accurately measure the training objectives?	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.6 Does the air carrier have a documented method to ensure continued adequacy of training devices?	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.7 Does the air carrier have a documented method to ensure that required training is conducted when due? [SRR 121.404]	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A



# Safety Attribute Inspection (SAI) Job Aid

## 4.2.3 Training of Flight Crewmembers

### SECTION 4 – CONTROL ATTRIBUTE

2. Do the checks and restraints ensure the desired result is achieved for the Training of Flight Crewmembers process?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
3. Does the air carrier have a documented method for assessing the impacts of any changes made to checks and restraints in the Training of Flight Crewmembers process?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
4. Does the air carrier have the resources to support the checks and restraints for the Training of Flight Crewmembers process?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO

# Safety Attribute Inspection (SAI) Job Aid

## 4.2.3 Training of Flight Crewmembers

### SECTION 5 - PROCESS MEASUREMENT ATTRIBUTE

**Objective:** To determine if the air carrier measures and assesses the Training of Flight Crewmembers process, to identify and correct problems or potential problems.

*To meet this objective, the inspector will accomplish the following tasks:*

1. Review the documented instructions and information related to the Training of Flight Crewmembers process.
2. Discuss the Training of Flight Crewmembers process with appropriate personnel to gain an understanding of the process measures.
3. Observe the Training of Flight Crewmembers process to gain an understanding of the process measures.

*To meet this objective, the inspector will determine and record answers to the following questions:*

1. <Deleted>

2. Does the air carrier's Training of Flight Crewmembers process include the following process measurements:

2.1 Does the air carrier use feedback from students, instructors, and others?

☐ YES    If no or N/A, explain:  
☐ NO  
☐ N/A

2.2 Does the air carrier evaluate their process for implementing changes to their Flight Crewmember training program?

☐ YES    If no or N/A, explain:  
☐ NO  
☐ N/A

2.3 Does the air carrier use phased testing to evaluate students and trends in the quality of the training program?

☐ YES    If no or N/A, explain:  
☐ NO  
☐ N/A

2.4 Does the Air Carrier record instances in which attempts were made to implement changes to the training program prior to obtaining FAA approval?

☐ YES    If no or N/A, explain:  
☐ NO  
☐ N/A

2.5 Does the Air Carrier use the results from their written tests to evaluate their training program?

☐ YES    If no or N/A, explain:  
☐ NO  
☐ N/A

2.6 Does the Air Carrier measure performance improvement of students as a result of recurrent training (e.g., pre-testing and post-testing)?

☐ YES    If no or N/A, explain:  
☐ NO  
☐ N/A

2.7 Does the Air Carrier have a method to provide feedback to the training department when deficiencies in flight crewmembers are identified?

☐ YES    If no or N/A, explain:  
☐ NO  
☐ N/A

2.8 Does the Air Carrier employ an independent evaluator to audit its training program?

☐ YES    If no or N/A, explain:  
☐ NO  
☐ N/A

# Safety Attribute Inspection (SAI) Job Aid

## 4.2.3 Training of Flight Crewmembers

### **SECTION 5 - PROCESS MEASUREMENT ATTRIBUTE**

3. Does the air carrier document their process measurement methods and results?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
4. Are the air carrier's process measurement methods effective?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
5. Does the air carrier use their process measurement results to improve their programs?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
6. Are the process measurement results accessible to the FAA?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
7. Does the organization that conducts the process measurement have direct access to the person with responsibility for the Training of Flight Crewmembers process?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
8. Does the air carrier have the resources to support the process measurement for the Training of Flight Crewmembers process?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO

# Safety Attribute Inspection (SAI) Job Aid

## 4.2.3 Training of Flight Crewmembers

### SECTION 6 – INTERFACES ATTRIBUTE

**Objective:** To determine if the air carrier identifies and manages the interactions between the Training of Flight Crewmembers process and the other element processes within the air carrier organization.

*To meet this objective, the inspector will accomplish the following tasks:*

1. Review the documented instructions and information related to the Training of Flight Crewmembers process.
2. Discuss the Training of Flight Crewmembers process with appropriate personnel to gain an understanding of the interfaces.
3. Observe the Training of Flight Crewmembers process to gain an understanding of the interfaces.

*To meet this objective, the inspector will determine and record answers to the following questions:*

1. Are the following interfaces identified for the Training of Flight Crewmembers process:

1.1 Airman Duties/Flight Deck Procedures (Element 3.1.3)	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.2 Training of Flight Attendants (Element 4.2.4)	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.3 Training of Dispatchers (Element 4.2.5)	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.4 Training of Check Airman and Instructors (Element 4.2.7)	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.5 Simulators/Training Devices (Element 4.2.8)	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.6 Outsource Crewmember Training (Element 4.2.9)	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.7 Appropriate Airman/Crewmember Checks and Qualifications (Element 4.3.2)	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.8 Director of Safety (Element 7.1.3)	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.9 Director of Operations (Element 7.1.4)	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A

# Safety Attribute Inspection (SAI) Job Aid

## 4.2.3 Training of Flight Crewmembers

### SECTION 6 – INTERFACES ATTRIBUTE

1.10 Chief Pilot (Element 7.1.5)	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.11 Safety Program (Element 7.2.1)	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.12 Advanced Qualification Program (AQP) (Element 4.3.3)	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.13 Manual Currency (Element 2.1.1)	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.14 Content Consistency Across Manuals (Element 2.1.2)	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.15 (Manual) Distribution (Element 2.1.3)	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.16 (Manual) Availability (Element 2.1.4)	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
2. List any additional interfaces identified:	
3. Are there written procedures for the use of air carrier personnel in the application of these interfaces?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
4. Are there controls to ensure that interfaces occur?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
5. Are the interfaces between the Training of Flight Crewmembers process and other processes treated consistently in the Manual(s)?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO